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Universal Orlando Resort™ Team Member Newsletter

March 6 - 19, 2017

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Comcast NBCUniversal Takes Full Ownership of Universal Studios Japan

Exchange Cafe Celebrates its Grand Opening

Introducing **Caribbean Carnaval** at Loews Sapphire Falls Resort

We've Got Spirit!

Team Members of every area – our parks, CityWalk, backstage support areas, and on-site hotels – came together as one destination to celebrate Spirit Week! Team Members got to know their fellow brands and explored new technology at Spirit Fest and enjoyed special activities and events all week long.

Each day during Spirit Week, senior leaders from across our destination provided an overview of each of our brands, based on our new Brand Charters refined and updated by Marketing & Sales and Universal Creative.

Plus, Team Members are proudly displaying their new name tags across our resort! These new name tags are just one of the many initiatives Universal Orlando Resort is taking to ensure our immersive guest experience is seamless across our destination.

UNIVERSAL ORLANDO RESORT

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

For Your Entertainment

OH! THE HORROR!

Halloween Horror Nights™ 2017 Dates Announced

Now, guests can purchase select tickets and book a vacation package to experience the horrifying thrills of the nation's premier Halloween event – Universal Orlando's Halloween Horror Nights.

For a record-breaking 34 select nights from September 15 to November 4, guests will face all-new haunted houses based on iconic horror films, terrifying hit TV shows and haunting original stories; multiple scarezones where hordes of menacing "scareactors" stalk their every move; and outrageous live shows. And when they need a break from the screams, guests can enjoy some of Universal Studios' popular rides & attractions throughout the evening.

Halloween Horror Nights 27
Event Dates:
34 Days *(most event dates in HHN history!)*

Sep. 15-17, 21-24, 29-30
Oct. 1, 4-8, 11-15, 18-22, 25-31
Nov. 3-4

For a limited time, guests can book a vacation package that combines the horrifying chills of Halloween Horror Nights with the daytime thrills of Universal Orlando's three immersive theme parks: Universal Studios Florida™, Universal's Islands of Adventure™ and Universal's Volcano Bay™ – a revolutionary new water theme park filled with incredible thrills and perfected relaxation that will open on May 25, 2017. Plus, guests can purchase a Halloween Horror Nights Flex Sunday – Friday Ticket or a Halloween Horror Nights Flex Sunday – Saturday Ticket.

More details on this year's event will be announced at a later date. For more information on Halloween Horror Nights and these special ticket offers, visit:
HalloweenHorrorNights.com/Orlando

Universal Orlando HALLOWEEN HORROR NIGHTS

Connect on UO's Offic

UNIVERSAL ORLANDO RESORT MARDI GRAS

FLORIDA'S BIGGEST PARTY FEBRUARY 4 – MARCH 25

Upcoming Concerts

UB40 MARCH 11

One of the world's most successful reggae bands, UB 40 formed in Birmingham, England in 1978. Over the next several decades the band has sold over 70 million albums and has had more than 50 singles on the UK Singles Chart, to go along with their huge international following. Among their most popular hits include **"Food For Thought," "Red Red Wine"** and **"Can't Help Falling in Love."**

8:30PM

An 'After 5' Ticket Event

TOBY KEITH MARCH 12

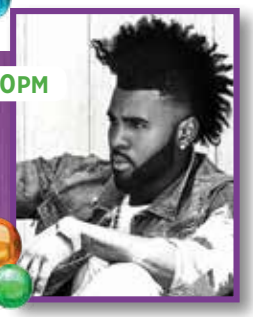
Country music superstar Toby Keith's albums have sold more than 40 million copies with number one singles including **"Should've Been A Cowboy," "How Do You Like Me Now," "As Good As I Once Was"** and **"Red Solo Cup."** Toby's honors include induction into the Songwriters Hall Of Fame and numerous Songwriter/Artist of the Year, Decade, and Career Achievement awards from such organizations as The Nashville Songwriters Association International, BMI, Billboard and the American Country Awards.

8:30PM

JASON DERULO MARCH 18

Singer, songwriter and dancer Jason Derulo is one of the most successful and sought-after artists in the industry today. He's sold over 55 million singles worldwide, all of which have been co-written by the artist himself. His four acclaimed studio albums have accumulated eleven Top 10 singles such as **"Whatcha Say," "In My Head," "Talk Dirty"** and **"Want To Want Me,"** including four #1 singles on the Hot 100. Jason Derulo continues to help shape the DNA of both urban and pop music.

8:30PM



8:30PM

An 'After 5' Ticket Event

EARTH, WIND, & FIRE MARCH 19

America's 7th top-selling musical group of all-time, Earth, Wind & Fire spans the genres of R&B, soul, funk, jazz, disco, pop, rock and more. The band has received 20 Grammy nominations, winning six as a group, two for individual members, and the Grammy Lifetime Achievement Award in 2016. They were inducted into the Rock and Roll Hall of Fame in 2000 and have earned more than 50 Gold and Platinum selling albums featuring such classic songs as **"That's the Way of the World," "Shining Star," "After the Love Has Gone"** and **"Boogie Wonderland."**

Celebrate St. Patrick's Day with an Attitude at Pat O'Brien's®

Pat O'Brien's® is the place to celebrate St. Patrick's Day with attitude this year on Friday, March 17. The Pat O'Brien's® St. Patrick's Day celebration with **Off Kilter** performing live, dueling pianos, authentic food and drink, and more!

Tickets are available now at CityWalk® Guest Services and Pat O'Brien's®. After 7:00pm, event guests must beages 21 and up.

Please note: ***CityWalk® Party Passes and Multi-Day Passes are not valid for this event.***

St. Patrick's Day at Pat O'Brien's®
Featuring ***Off Kilter***
Friday, March 17
2:00pm - 2:00am

In the Spotlight

TOM WILLIAMS
CHAIRMAN & CEO
UNIVERSAL PARKS & RESORTS

Dear Team Members,

Comcast NBCUniversal has announced it will soon complete its acquisition of Universal Studios Japan and that this spectacular theme park will fully become part of the Universal Parks & Resorts family.

This is exciting news that continues to demonstrate Comcast NBCUniversal's support and excitement for our business. As importantly, it shows the company's confidence in each of you and the role you play in making our business so successful.

Universal Studios Japan is an incredible theme park – and its Team Members have done an amazing job of helping to make it so successful. And, this is a great time for all Universal theme parks around the globe. As many of you have experienced for yourselves, we continue to see ongoing investment in our business from Comcast NBCUniversal – resulting in a spectacular series of new attractions representing world-class intellectual properties. All of that means growth for our business – and for each of you.

Please join me in welcoming all the Team Members at Universal Studios Japan to the Universal theme park family. I look forward to a great future with each of you.

Thank you,

Tom

First-Ever Universal Parks & Resorts National Advertising and Brand Campaign Launches

The kids are growing up and it's suddenly time for a different kind of family vacation. The family is ready for more excitement, exhilaration and adventure. It's time to just let loose and have fun - together.

Universal's theme parks in Orlando and Hollywood offer exactly the kind of vacation families crave – bringing together popular culture's most compelling stories, characters and adventures to create some of the world's most innovative and entertaining attraction experiences. These are immersive, next-level, adventures such as The Wizarding World of Harry Potter™, outrageously fun attractions such as Despicable Me Minion Mayhem and highly themed, authentic experiences based on cutting-edge television, such as The Walking Dead Attraction and Race Through New York Starring Jimmy Fallon.

> ***Universal Parks & Resorts is showcasing these experiences as part of a national brand campaign, launched last week. It's the first time Universal Orlando Resort and Universal Studios Hollywood has spoken to consumers with one voice.***

Called, ***"I'm Ready,"*** the campaign shows how Universal theme parks take family vacations to an entirely new level. It comes after years of transformational growth at both Universal theme park destinations – growth that has reinvented theme park entertainment itself. The campaign includes a national television advertisement, digital advertising placements, a joint Universal Orlando and Universal Studios Hollywood web landing page where guests can go to get more information – and more.

"Universal Parks & Resorts provides world-class entertainment destinations with signature theme parks in both Orlando and Hollywood that create unparalleled entertainment for the whole family," said Alice Norsworthy, Executive Vice President of Marketing for Universal Parks and Resorts. "This new campaign speaks to the needs of families as the evolve – and it invites them to vacation on a whole new level."

YOU'RE COVERED

REMINDER: Benefits Open Enrollment Ends Friday, March 10 at 5:00pm

The Benefits Open Enrollment deadline is Friday, March 10 at 5:00pm. If you are making changes to your insurance coverage, please submit your form to the Benefits Department immediately.

This deadline applies to all benefits-eligible Team Members adding, dropping, or changing insurance coverage. Representatives from Cigna and the Benefits Department will be on-site to answer questions and collect forms.

Forms submitted the last three days of Open Enrollment will need to be turned in at the Rehearsal Hall located in the Wardrobe Building. Prior to that time you can submit your forms at the Benefits Department in the HR Building.

March 8 - March 10
7:00am – 5:00pm
Rehearsal Hall
(inside the main Wardrobe Building)

Any changes made during open enrollment will become effective April 1, 2017. If you have any questions about open enrollment or your insurance benefits, please contact the Benefits Department at 407-363-8035.

Please note, if you wish to make changes to your coverage(s), you will need to bring your Open Enrollment Form to the Benefits Department PRIOR to Friday, March 10 at 5:00pm.

Access your personalized Open Enrollment form

Please visit the home page of **UOTeam.com** and select the **Self Service Center i**con. Log in to **Self Service** and from the ***Main Menu,*** select **Self Service, Benefits, Open Enrollment Form,** and then select the link **'View Open Enrollment Form.'** From there you can print the form, make any necessary changes, sign and submit to the Benefits department for processing.

Continuous Improvement

SAFETY FIRST!

Get Rewarded for Being Safe – NEW Safety Buck Redemption Options Introduced

At Universal Orlando, safety is our number one priority. The Safety Recognition program exists to recognize and reward safe behaviors exhibited by UO Team Members. Safety Bucks are awarded by leaders to recognize above-and-beyond safety behaviors.

Safety Bucks can be saved and redeemed for a $5.00 value towards a variety of options. This year, the redemption options have expanded offering two new options:

- NEW! Gas Cards (available at Team Member Services)
- NEW! Universal Orlando Gift Cards (available at Team Member Services)
- AMC Theater Gift Cards (available at Team Member Services)
- Meal at any Team Member grill (no change given)
- Purchase of any food item at the U-Stop

For more information about Safety Bucks and other Universal Orlando recognition programs, visit UOTeam.com/recognition. **If you would like to report a Safety Concern, please call 3-8311.**

TSAT Update for 2017 - *We Respond. All Year Long.*

"Cooperation across departments" has been identified by Bill Davis as a key business lever and will be our company-wide focus for Team Member Satisfaction (TSAT) in 2017. With so many exciting events happening across our parks this year, working together cooperatively to achieve our common goals will be critical to our success. This means taking time out to collaborate with and involve other departments and divisions in planning and executing our big priorities this year.

This important focus area is supported at a company level by our TSAT Advocacy Group (TAG), a group of executives from across the company who help to endorse, communicate, advocate and celebrate team member interests that are important to all of us. The representatives for this year that will be following up on our 2016 survey results are featured below. Some of their plans to support cooperating across departments include:

- Enhance myUO (SharePoint)/online resource for departmental "go-to's" (particularly for service-providing departments like Parks Technology, HR, and Finance).
- Organize and publish event calendars and schedules across departments.
- Develop toolkits and resources on Cooperation.
- Facilitate roundtables for sharing cooperation best practices.
- Encourage interdepartmental networking, meeting attendance from guest speakers, newsletter highlights of other partners and teams.
- Increase recognition for cooperation through use of our programs like SAY It!, EIL, and BRAVO.
- Encourage all departments and divisions to embrace the principles of service through ***The Universal Way*** for serving our own Team Members and our guests.
- Identify ways to embrace collaboration through technology.
- Continue to focus on streamlining the process for guest recovery by partnering with each other to provide a seamless experience.

Introducing the Exchange Café

Our Universal Orlando family on Exchange Drive is now able to experience the convenience of a new Team Member grill with the addition of the all-new Exchange Café. Team Members from the Guest Contact Center, Merchandise Distribution, Entertainment Warehouse, Costume Fabrication, and others can enjoy a featured hot menu, pizza, salad, hot breakfast, grab 'n go items, Coca-Cola freestyle® machines, and more. The feedback has been overwhelmingly positive:

"Exchange Cafe has been an efficient addition to the GCC – providing fresh food choices with a very friendly staff." **– Jill Smith** / Agent, Universal Travel Agent Specialist Team, GCC

"It is simply amazing. Team Members can choose from omelets, salads, grab and go items, and a hot entrée of the day. May I add that the prices are outstanding!" **– Frank Miller** / Agent, Alternate Channels Team, GCC

The key lime cheesecake is to die for - a slice big enough to share!" **– Leslie Pittman** / Manager, Quality Assurance, GCC

"I will not feel deprived when I bypass junk food. I will feel empowered because I made the right choice at Exchange Cafe!" **– Cynthia Barbosa** / Trainer, GCC

"I am really happy with the variety and healthier options offered here." **– Sebastian Libreros** / Sales Counselor, GCC

Senior Director of Sales at the Guest Contact Center, **Deborah Colangelo**, helped to launch a "Naming Contest" for the new grill that was open to all Exchange Drive Team Members. **Kim Boniferro** from the Merchandise Warehouse was awarded a $150 prize for her winning submission...

... Exchange Café!

(From left) **Bill Davis** / President & COO, Universal Orlando Resort, **Fernando Flores** / VP, Sales - Destination Universal, **Brian Bacica** / SVP, Revenue Operations - Food & Beverage, and **Deborah Colangelo** / Sr. Director, Guest Contact Center were happy to assist in the Exchange Café ribbon cutting and also present **Kim Boniferro** (center photo) her contest award.

Know Your Stuff

Refresh Lounge Offers Guests a Unique Coca Cola Freestyle® Experience in USF

Coca-Cola Refresh Lounge, located in USF at World Expo offers guests an opportunity to cool down and recharge. This indoor location, features four Coca-Cola Freestyle® machines, a virtual Coca-Cola bottling line, and a convenient counter where guests can purchase cups to enjoy Coca-Cola Freestyle®.

As a reminder, for guests that have purchased a souvenir Coca-Cola Freestyle® cup, Freestyle machines are available at the below locations in our parks:

USF: Richter's Burger Co.™, Mel's Drive In™, Universal Studios' Classic Monsters Cafe™, Louie's Italian Restaurant™, San Francisco Pastry Company™, KidZone Pizza Company™, ICEE at World Expo, Lagoon Lemonade Cart

IOA: Oasis Coolers™, The Burger Digs™, Comic Strip Cafe™, Circus McGurkus Cafe Stoo-pendous™, Captain America Diner®, Beer Cart Across Thunder Falls Terrace™, Pizza Predattoria™, The Watering Hole™, Moose Juice, Goose Juice, Cotton Candy Cart, Port of Entry™ Lemon Slush

See Your Name on a Virtual Coca-Cola Bottle! Guests can personalize their very-own virtual Coca-Cola bottle at touch-screens located inside of the Refresh Lounge. The bottle is displayed on an animated digital screen - providing just enough time for the perfect photo op - before it is sent down the "production line." Stop by to check it out and personalize your own bottle!

Coca-Cola freestyle

How to Be Social

Team Member Guidelines for Social Media

At Universal Orlando, our social media team maintains our brand's presence on multiple channels – Facebook, Twitter, Instagram, YouTube, Pinterest, Periscope, and our own blog, Close Up. These channels provide a critical way for us to engage in dialogue with our guests and share knowledge about our resort with them.

Of course, guests aren't the only ones using social media – Team Members, are too! In fact, we encourage Team Members to follow our social media channels to stay up to date on news and events we are communicating to our guests. Please take a moment to review our updated social media policy at **UOTeam.com/termsofuse** and make yourself familiar with our policy and the guidelines below before being "social."

YOU'RE EMPOWERED TO SHARE:

- ✓ Any and all **official** Universal Orlando communications that are publicly available
- ✓ Your **personal experiences** as a guest enjoying our resort
- ✓ Team celebrations or events in locations **available to the public**

*If it's **available to a guest** (on stage) and you are acting as a guest, **feel free to share** photos, tweets and more with your **personal network!***

USE CAUTION:

- ✗ Don't post photos, videos or tweets of **backstage or back-of-house** areas.
- ✗ Don't share **speculating rumors** from fan or blog sites. Share news from official UO sources as noted above.
- ✗ Don't feel the need to **defend** Universal or interject yourself into conversations about the brand.

Learn more at **UOTeam.com/termsofuse**

Have questions? Speak to your supervisor or manager for details!

GUEST WORK

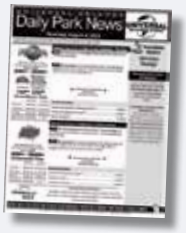
Important Tools to Assist Our Guests

The following tools help ensure we are providing our guests with the most accurate and important answers and information:

Team Member Reference Guide

Updated weekly, the Team Member Reference Guide is an easy-to-read, pocket-sized tool to carry with you to help answer guest questions. Access entertainment schedules, attraction operating hours and height requirements, restaurant offerings, designated smoking areas, amenities, and more. New Reference Guides are released on Sunday, and are available in Wardrobe, North Parking Structure Wardrobe, B-20, B-114, Backlot Bistro, IOAsis, mini grills, and is available for download on myUO under the 'Resort Knowledge Center'.

Daily Park News



Updated every day, Daily Park News provides a detailed snapshot of important operational information across property. Reference this one-sheet to learn about delayed openings, seasonal downtimes, park hours, and more. Posted in your venue (ask your manager for more information). Also available for download on myUO under the 'Resort Knowledge Center'.

4-INFO for Additional Help when Assisting Guests

Team Members can dial **4-INFO** (4-4636) to speak directly with a Guest Services Coordinator, who can provide the most up-to-date information on topics like attraction downtimes, current wait times, weather reports, and other guest-related questions. Dial from any on-property, landline phone. Available during park operating hours.

Around Our Universe

LETS'S CELEBRATE!

March is Women's History Month

We celebrate inclusion every day of the year - and in March, during Women's History Month, Diversity & Inclusion showcases Universal Orlando's Women's Network by highlighting messages of empowerment and leadership. Check out their events below and stay tuned to **UOTeam.com/diversity** and ***UO News*** for more Women's Network events throughout the year.

Women's Network

Employment Enrichment Series – Women's History Month*
Tuesday, March 14
12:00pm – 1:00pm
Bldg. B-112 Room 4

Join us for a special Comcast NBCUniversal Employee Enrichment Series broadcast celebrating Women's History Month. This live broadcast will feature interviews with Leading Women in Tech: Theresa Hennesy and Dana Wilson, along with other special guests, including women leading in technology at Comcast NBCUniversal, professionals from Comcast's Women's Network, and the host, Erin Coleman from NBC10 in Philadelphia.

Roundtable Discussion: Steps for Success with Operational Leaders*
Wednesday, March 15
2:00pm – 3:00pm
CityWalk's Rising Star

Calling all female Team Members in an onstage role! This unique opportunity is open to all front-of-house females in Resort Operations, Revenue Operations, Entertainment, Event Operations, and Field Research. Please join us to connect with leaders and grow your network:

- Visit with Lady Leaders
- Participate in Roundtable Discussions
- Professional Etiquette
- Focus on Lessons Learned and tips to connect with UO Career Network

To attend, please check with your immediate supervisor to ensure you can step away to participate. We want to ensure front-of-house female Team Members have the opportunity to connect with operational leaders at this career focused event. Your attendance is voluntary.

Registration is required for these events for participation. Visit* **UOTeam.com/diversity *and select* **'Event Sign Up'** *to register.*

Sign Language Services available upon request.

Diversity & Inclusion
UNIVERSAL ORLANDO RESORT

Introducing Caribbean Carnaval

LOEWS SAPPHIRE FALLS RESORT
UNIVERSAL ORLANDO

Wednesday Nights Year-Round Beginning April 5

Loews Sapphire Falls Resort is taking guests on a flavorful, musical tour through the Caribbean with an all-new Caribbean Carnaval! This event, featured Wednesday nights, year-round (beginning April 5) showcases the vibrant colors, rich sounds and delightful tastes of the Bahamas, Cuba, Jamaica, Barbados and Trinidad at a lively celebration. Guests will enjoy an all-you-can-eat buffet featuring Caribbean cuisine, plus complimentary non-alcoholic beverages, wine*, beer*, and Planter's Punch*. Plus, guests can participate in song and dance native to the Caribbean Islands - from the limbo to a conga line! The event takes place within the Cayman Court.

Time:
Dinner Buffet Seating: Begins at 6pm
Show: 7pm - 7:45pm
Excluded dates – April 26, May 17, November 8 and 29, and December 13, 2017

Tickets: $69** adult, $35** child (ages 3 - 9)
Priority Tickets: $76** adult, $40** child (ages 3 - 9)
Sit closer to the action with seating in the first two rows of tables nearest the stage.
Children under age 3 complimentary.

Parking: Complimentary self parking or $5 valet parking.

Visit caribbeancarnaval.eventbrite.com to learn more and purchase tickets!

*Loews Sapphire Falls Resort at Universal Orlando's Caribbean Carnaval is a separately ticketed event. Dates, times, entertainment and benefits subject to change without notice. *Adults (ages 21+) only. **Gratuity included. Tax not included. Ticketing fees apply. ^Complimentary and discounted parking not valid for overnight hotel guests. CANCELLATIONS AND/OR REFUNDS: Requests for cancellations and/or refunds must be made at least 24 hours in advance.*

Dr. Seuss' 113th Birthday! It's Great to Celebrate!

Guests enjoyed a rousing birthday celebration on March 2 for Dr. Seuss' 113th birthday at Seuss Landing's All the Books You Can Read™!

Perks & Play

UOTMS
Universal Orlando Resort™ Team Member Services

APPRECIATION

Happy St. Patty's Day!

Grab your green knee-high socks and lucky four-leaf clovers because St. Patrick's Day 2017 is just around the corner. Come search with UOTMS for that pot of gold at the end of the rainbow. You just may find it!

Happy St. Patty's Day!
Friday, March 17
2:00pm - 3:00pm
Wardrobe Lawn

Team Member Nights: Orlando Solar Bears

Universal Team Members are invited to take advantage of discounted Orlando Solar Bears hockey tickets! Purchase your tickets online at **orlandosolarbearshockey.com/UOTEAM.** Promo code: UOTEAM

Orlando Solar Bears
Wednesday, April 5
Friday, April 7
7:00pm Both days
$5 per person - guests welcome

Have You Visited the UOTMS Mobile Van?

Universal Orlando Team Member Services (UOTMS) has gone mobile with an all-new van - bringing UOTMS to you! The UOTMS Mobile Van has been traveling across property and making stops at off-property locations to provide Team Members convenient accesss to their services. Here's what the UOTMS Mobile Van can assist you with:

- Recognition Redemption - turn in your Applause Notes, 'Way to Go' and Safety Bucks for gift cards
- Red Carpet Rate Employment Verification - after making your Red Carpet Rate reservation, pick up your verification
- Sign Up for UOTMS Activities & Sports Leagues
- Replacement Anniversary Pins (payroll deduction may apply)
- General Questions

Be on the lookout for the UOTMS Mobile Van in your area! As a reminder, here's how you can connect with UOTMS, visit:

B-111 (HR Building)
Monday & Friday: 8:00am-5:00pm
Tuesday & Thursday: 8:00am-6:00pm
Wednesday: 6:30am-5:00pm
Saturday: 8:00am-12:00pm
Sunday: Closed

CityWalk Admin Lobby
Wednesday: 9:30am-12:30pm
Friday: 3:00pm-6:00pm
All other days: Closed

UOTMS Mobile Van
travels across property and off-site locations throughout the week

See you Around Our Universe!

UOTMS Contact Information:

Call: 407-363-8040 • **Email:** UOTMS@universalorlando.com • **Learn More:** UOTeam.com/perksandplay

Tell Us What You Think: Take the *UO News* Survey Today!

Team Member Communications values your input and invites you to participate in a brief survey to help shape the future of *UO News.* As our company continues to grow, so does the amount of information we need to communicate. We'd like to learn what topics are most important to you and what you want to read in *UO News.* Participation in the survey is voluntary and only takes approximately 4-7 minutes to complete.

Visit **UOTeam.com** and select the 'Share Your Feedback to Help Shape the Future of ***UO News'*** link on the home page. The survey will be available from now through Friday, March 16.

QUICK CUTS

Share Your Celebrations

- Congratulations to **Christopher Porch** from Talent Development and **Joey Price** from Entrance Operations on their recent engagement.
- Congratulations to **Elliot Thompson** from Security and his wife - the couple celebrate their 5th wedding anniversary on March 5.
- Congratulations to **Amanda Duggan** from Attractions Operations and her husband Michael "Doc" - the couple celebrated their 9th wedding anniversary on Feb 23.
- Congratulations to **Ryan Skipper** from Parks Technology and his wife on the birth of their twins Ethan and Ava, on February 24.

Are you getting married, adopting, having a baby, or celebrating a wedding anniversary? We want to hear about it and share the news with the UO team!

Send your good news to communications@universalorlando.com. Be sure to include your Team Member ID number!

Daylight Saving Time Begins Sunday March 12

Let there be more light in the evenings! Remember to spring forward and set your clocks one hour *ahead* **Sunday, March 12 at 2:00am.**

F.L.O.W. Bus Returns March 10

Florida Licensing On Wheels (F.L.O.W.) stops by near Gate 2 to offer its services to our Team Members – onsite! It's convenient way to renew or obtain a replacement driver license, change a name or address on a driver license, get an identification card, renew a vehicle registration, or purchase a specialty license plate.

Please keep in mind that UO family members are accepted as well!

FHP FLOW BUS - ONSITE
FRIDAY MARCH 10
10:00am – 2:00pm
Gate 2 Parking Lot

Universal's Volcano Bay™

TapuTapu™ Unlocks the Power of Universal's Volcano Bay

At Volcano Bay™, guests will receive a waterproof TapuTapu™ wearable to use for the day. Designed specifically and exclusively for use in Universal's water theme park, TapuTapu™ will make the experience throughout the entire park as hassle-free and fun-filled as possible. It will allow guests to virtually wait in line for Volcano Bay's dozens of unique attractions and discover various TapTu Play™ experiences throughout the park with just a simple touch.

This graphic below illustrates how we are communicating the TapuTapu™ wearable process to our guests. Stay tuned to UO's official blog (blog.universalorlando.com) and upcoming issues of *UO News* for updates on Universal's Volcano Bay!

UNIVERSAL'S VOLCANO BAY™ WATER THEME PARK

Here are just some of the ways you can use your TapuTapu at Volcano Bay.™
1 Pick up your TapuTapu wearable as you enter the park. It's yours for the day.
2 Look for this symbol throughout the park and use your TapuTapu to get a return time, play and more.
3 Touch your TapuTapu on the symbol at a ride entry totem. That checks you into the Virtual Line™ and gives you a return time.
4 Go play around the park. The TapuTapu will tell you when it's time to head back to the ride.
5 Touch the symbol on the totem again and proceed through the ride entrance.
6 You can also use the TapuTapu to play with interactive surprises around the park.
7 Don't forget to return your TapuTapu wearable when you exit Volcano Bay.
Enjoy the ride!

Images shown are conceptual representations, details are subject to change.

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MATERIAL MAY NOT BE REPRODUCED IN ANY FORMAT WITHOUT EXPRESS WRITTEN CONSENT OF UNIVERSAL ORLANDO RESORT™.

Note: Dates, times, pricing, locations, and other details are subject to change. Please visit UOTeam.com for updates to the online version.
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